



CHANGING
Maryland
for the Better

The Developmental Disabilities Administration

MACS General Membership Meeting

Bernard Simons, Deputy Secretary

February 17, 2017



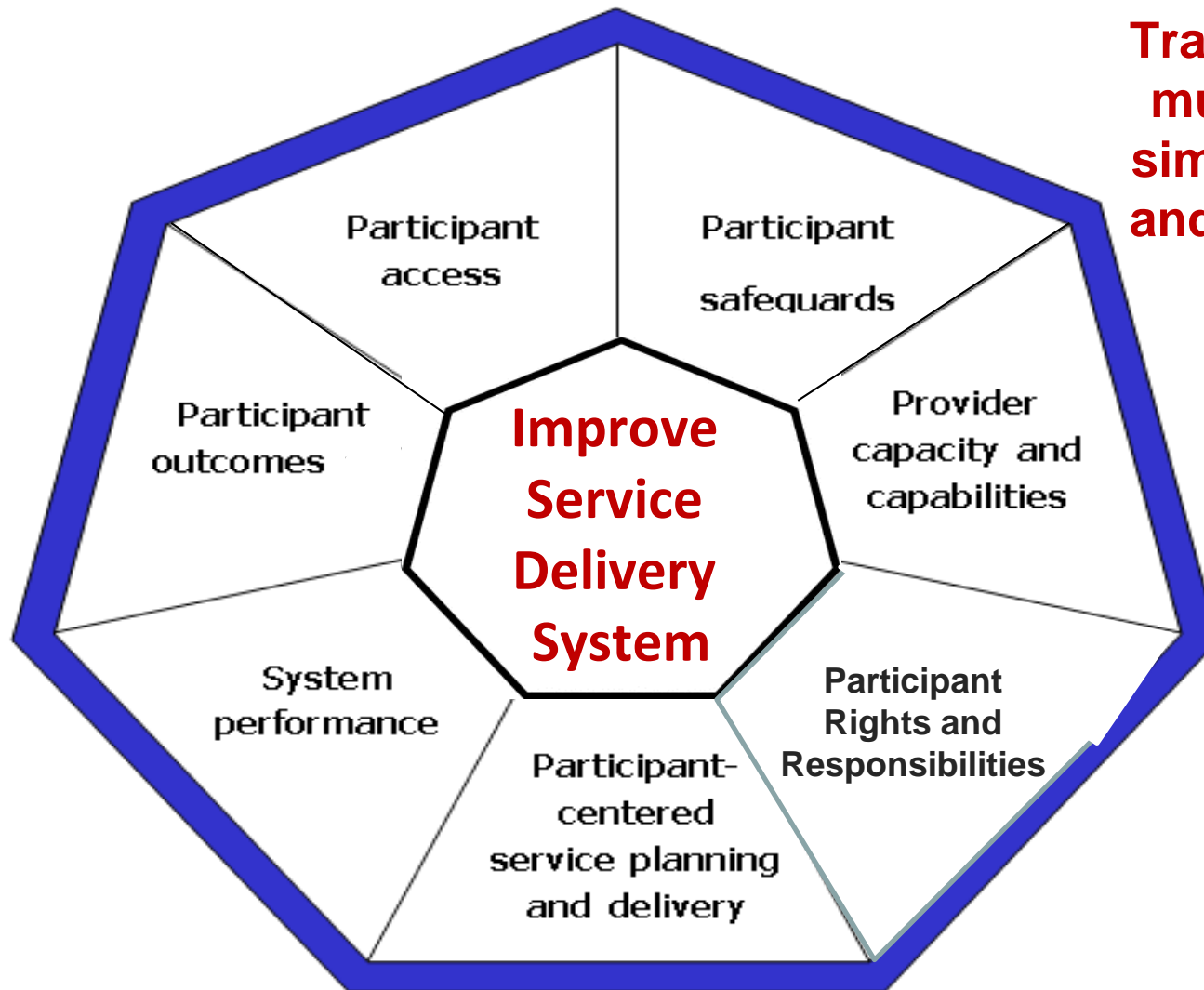
Developmental Disabilities Administration

- **DDA's Goal** - All Marylander's lead personally defined and fulfilling lives
- **DDA's Mission** – To provide programmatic leadership in the design and development of services to afford people with developmental disabilities and their families a seamless service system that is responsive the person's needs and personal outcomes
- **DDA's Vision** - People will have full lives in the community of their choice where they are included, participate, and are active citizens



How to Achieve DDA's Goal?

**Transformation
must be done
simultaneously
and not in silos**



Time for Transformation



Upgrading and Transforming Our House



How will we accomplish this?

- **Slow Down**
- **Get It Right**
- **Work with Stakeholders to Increase Understanding and Support for Current Efforts and Implementation of Best Practices (Get everyone on the same page)**
- **Ongoing Dialogue with Stakeholders**



DDA's Initiatives Updates

Rate Setting

- Independent Cost Driven Rate Study Report/ Communication of results and impacts by early summer of 2017

Self-Direction

- Redesign and create a robust self-direction option

Person-Centered Planning

- Create best practice Person-Centered Planning process and training for all stakeholders

Community Settings Rule

- Provider Transition Plans & Validation
- Compliance by March 17, 2019
- Tiered Standards Groups Recommendations

Community Pathways Waiver

- Focus on 2018 renewal submission

LTSS

- Implementation Timeline Adjustments



Tiered Standard

Work Group Recommendations

- The Tiered Standard sub-groups presented their recommendations on January 27, 2017
- There was a consensus to put a place holder in the State Transition Plan for Tiered Standards and focus on meeting the CMS floor
- Recommendation to streamline the various DDA stakeholder groups and compile their recommendations into one document to share with the stakeholders by the mid March 2017
- Some recommendations can and will be implemented now



Tiered Standard

Work Group Recommendations

- While progress has been made, work will continue on identification of tiered standards
- **Training Group**
 - Rates need to reflect
 - Person-Centered Planning Training
 - APSE/ACRE + Other Employment Certifications such as the Workforce Development Certification
 - Leadership and team building skills for individuals who are providing employment supports



Tiered Standard

Work Group Recommendations

- **Residential Group**

- For supported living and shared living to grow, the following must be pursued:

- Expand the limit on caregiver rent
 - Work with Maryland Department of Housing and Community Development (DHCD)
 - New services should be incentivized through the rates
 - Need to align the vision for these residential services with the waiver, regulations, OHCQ - clarity around dignity of risk and required levels of supervision



Tiered Standard

Work Group Recommendations

- **Day & Employment Group**

- Worried about leaving out a group of high need individuals who could still be employed
- Employment discussions should happen 1x per year, or maybe 2x per year
- More flexibility should be available to TYs in their first year to go between employment, community, and day supports
- There are real challenges around transportation in the more rural areas



Tiered Standard

Work Group Recommendations

- **Financial Group**

- Providers will have a real fiscal challenge associated with the re-positioning of real estate and capital associated with group homes

- **Other**

- CCS coordinators need a better understanding of the community setting rule and tiered standards so that they can help bring people along
- Would like to see more DDA resources dedication to the residential services and the community rule transition



Community Pathways Waiver Update

- The DDA's current Community Pathways Waiver is currently in effect for 5 years: July 1, 2013 through June 30, 2018
- The renewal application for the Waiver must be submitted to CMS by January, 2018. Given this timeline, the DDA will **no longer be submitting Amendment #2 this spring**
- Instead, the DDA will submit the updated service definitions and program descriptions originally proposed for Amendment #2 in the DDA's renewal application in January, 2018
- The DDA will continue to engage stakeholders in its development of the updated service definitions

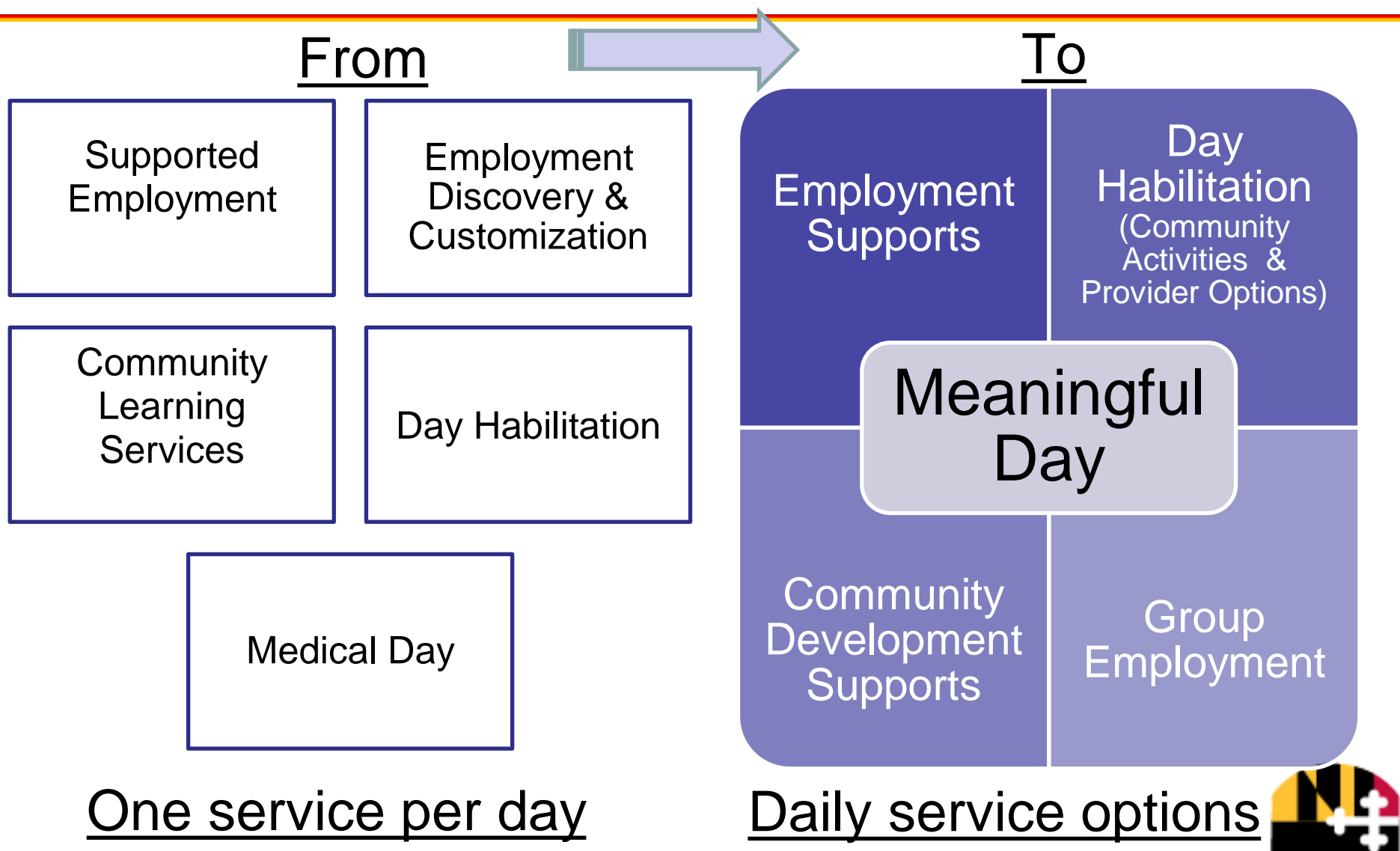


Community Pathways Waiver Update

- The DDA will be hosting regular meetings to share the revisions to the proposed definitions based on input and recommendations
- These meetings will be advertised via DDA's Website, Facebook, and Constant Contacts
- The goal of these meetings is to have open communication and transparency with DDA's stakeholders regarding DDA's renewal application for its Community Pathways Waiver
- The DDA will provide a 30 day comment period prior to the final submission in accordance with CMS requirements



Where we are now and where we want to be!



LTSS Update

- State management system that supports:
 - Eligibility
 - Person Centered Planning
 - Authorization of services
 - Billing and Provider payment
 - Service Monitoring
 - Incident Reporting
- LTSS is not meant to be a complete Electronic Health Record



LTSS Update

- **Release #1** – CCS agencies and will focus on Person-Centered Planning components and other CCS-related activities
- **Release #2** - Billing and Payment Functionality for Service Providers
- The first and second releases of functionality in LTSS are being delayed to 7/1/18 and 7/1/19 to:
 - better align with the waiver renewal;
 - allow for the acquisition of infrastructure need to fully support the DDA's large user base;
 - pursue functionality and processes to support the upload of data from 3rd party systems to support service billing;
 - enable the development of additional functionality to better support the DDA's transformed process; and
 - provide for adequate testing, training, and transition time



DDA's New Initiatives

Eligibility

- Determine changes needed to eligibility criteria and process for DDA services.

Supports Only

Determine course of action for individuals who have been identified as supports only eligible

Waiting List

- Determine most effective way to structure the waiting list categories and relevant processes

Statutory Changes

- Make changes needed to update and improve the statute

Regulation Changes

- Update regulations related to eligibility, service definitions and program services



DDA's New Initiatives

Family Support Waiver

- Provide essential support to more families with children birth-21 on the Waiting List.

Community Supports Waiver

Provide all supports available in the Comprehensive Waiver (Community Pathways) except provider managed residential habilitation

Staff Stability

- Focus to improve the quality and stability of the workforce of direct support professionals (DSPs)
- Exploring funding to create a career path for DSPs

CQL Network Accreditation

Consultation, training and certification services to organizations within DDA's provider community on person-centered and personal outcomes



Family Supports Waiver

- Individuals up to age 21 and their families
- Innovative service package aimed at providing supports that build on the Supporting Families Community of Practice
- Individual and Family Self-Direction opportunities available
- Flexibility for individuals and families to move dollar amounts among line items within their approved person-centered plan to meet the emerging needs of the child and family
- Budget of up to \$12,000 annually

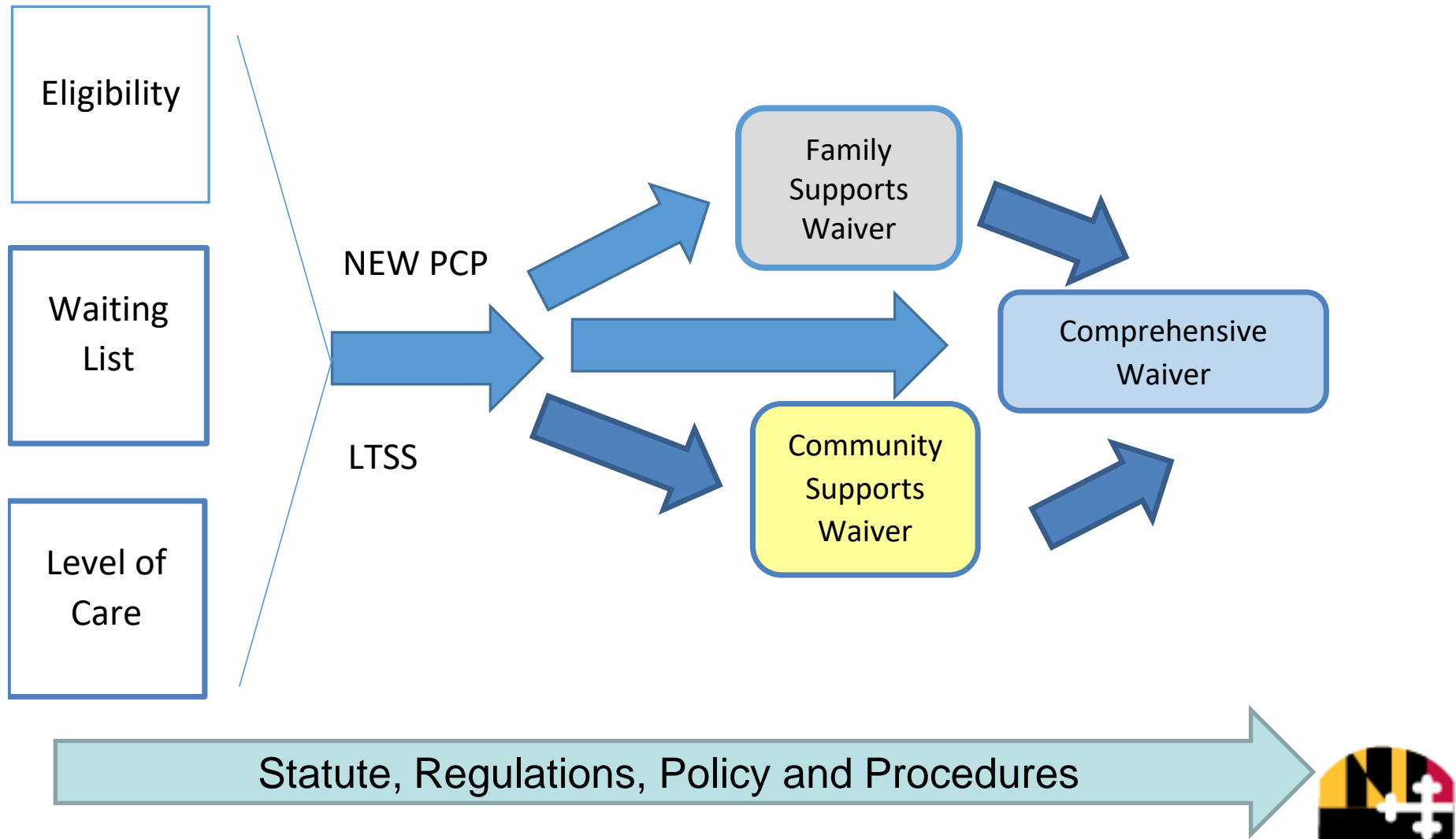


Community Supports Waiver

- Individuals of any age
- All supports currently available in the Comprehensive waiver except provider-managed residential habilitation
- Flexibility for individuals and families to move dollar amounts among line items within their approved person-centered plan
- Short term exceptions to the overall budget caps will be approved for exceptional needs
- Opportunities for self-direction
- Budget of up to \$25,000 annually



Birds Eye View- Service Delivery System



CTC Audit Finding

- The DDA is currently matching individuals affected with the residential providers who were supporting them in CY 2013
- Once complete, DDA will send each residential provider a list of individuals with the details for CTC identified in CY 2013
- Providers will be asked to research the individuals and confirm CTC amounts collected
- Once complete, Providers will forward the information to DDA



HSRI and NASDDDs - Staff Stability Survey

- The DDA has partnered with the Human Services Research Institute (HSRI) and the National Association of State Directors of Developmental Disabilities Services (NASDDDS) to participate in the **National Core Indicators Staff Stability Survey**
- Focus to improve the quality and stability of the workforce of direct support professionals (DSPs)
- States are also looking to reduce the costs associated with staff turnover at provider agencies and to reduce the impact of turnover on the quality of supports and outcomes for consumers
- Survey must be completed in the online data entry system by June 30, 2017

<http://www.nationalcoreindicators.org/resources/staff-stability-survey/>



STAFF STABILITY SURVEY 2016

- Survey areas include **staffing levels, job stability, wages, and compensation**
- Results can be used by policymakers and advocates to:
 - Inform policy and program development regarding DSP workforce improvement initiatives
 - Monitor and evaluate the impact of workforce initiatives
 - Compare state workforce outcomes with those of other states
 - Provide context for consumer and family outcomes
 - Build systems to more effectively collect, analyze, and use DSP workforce data



STAFF STABILITY SURVEY 2016

- **Notice of Privacy**

- Your answers to these questions will be **kept private** and will not affect your status as a Maryland provider
- Results of this survey will be reported only in the aggregate
- Your agency will not be identified in any way

- **Training**

- HSRI will be making a video guide for those completing the survey
- HSRI will have three (3) live webinars
- The dates and times will be share with the unique link



CQL Network Accreditation

- The DDA is in the process of securing a “sole source” contract with The Council on Quality and Leadership (CQL)
- Process includes a rigorous and collaborative assessment of DDA’s current organizational systems and practices against national best practices
- Establish community partnerships and strategic planning
- CQL will offer consultation, training and certification services to organizations within DDA’s provider community on person-centered and personal outcomes



CQL Network Accreditation

- CQL leadership staff with Regional Accreditation Teams to collect data, provide training, and work towards achievement of the goals set forth in the accreditation plans developed to maintain accreditation and make necessary system improvements
- This will be a 3 to 5 year process
- Network accreditation means that DDA is getting the accreditation and services providers, as part of DDA's network, will be accredited under DDA as long as you are following the accreditation strategic plan



Regional Behavior Support Services Update

- Transitioning from contracted providers to waiver approved providers
- To maintain continuity of services during this initial transition, DDA has identified the following BSS Providers:

Western Maryland Regional Office (WMRO)	The Arc of Washington County
Southern Maryland Regional Office (SMRO)	The Arc Southern Maryland
Eastern Shore Maryland Regional Office (ESMRO)	Somerset Community Services, Inc.
Central Maryland Regional Office (CMRO)	Humanim



Regional Behavior Support Services Update

- The DDA has met with the current contractor, Humanim, and its subcontractors to develop an appropriate transition plan that will best serve the needs of DDA recipients
- If the DDA recipient currently is receiving Behavior Support Services, he or she will continue to do so after April 1, 2017
- If a DDA recipient needs new or additional Behavior Support Services, the individual or his or her providers may contact the respective Regional Office with their request by completing a one page request form



Regional Behavior Support Services Update

- The DDA Headquarters leadership and Regional Office Directors have been meeting to establish internal processes for this transition
- This new structure will go into effect on April 1, 2017
- DDA will share all transition information with the Coordination of Community Services providers and other DDA-licensed providers by the of February



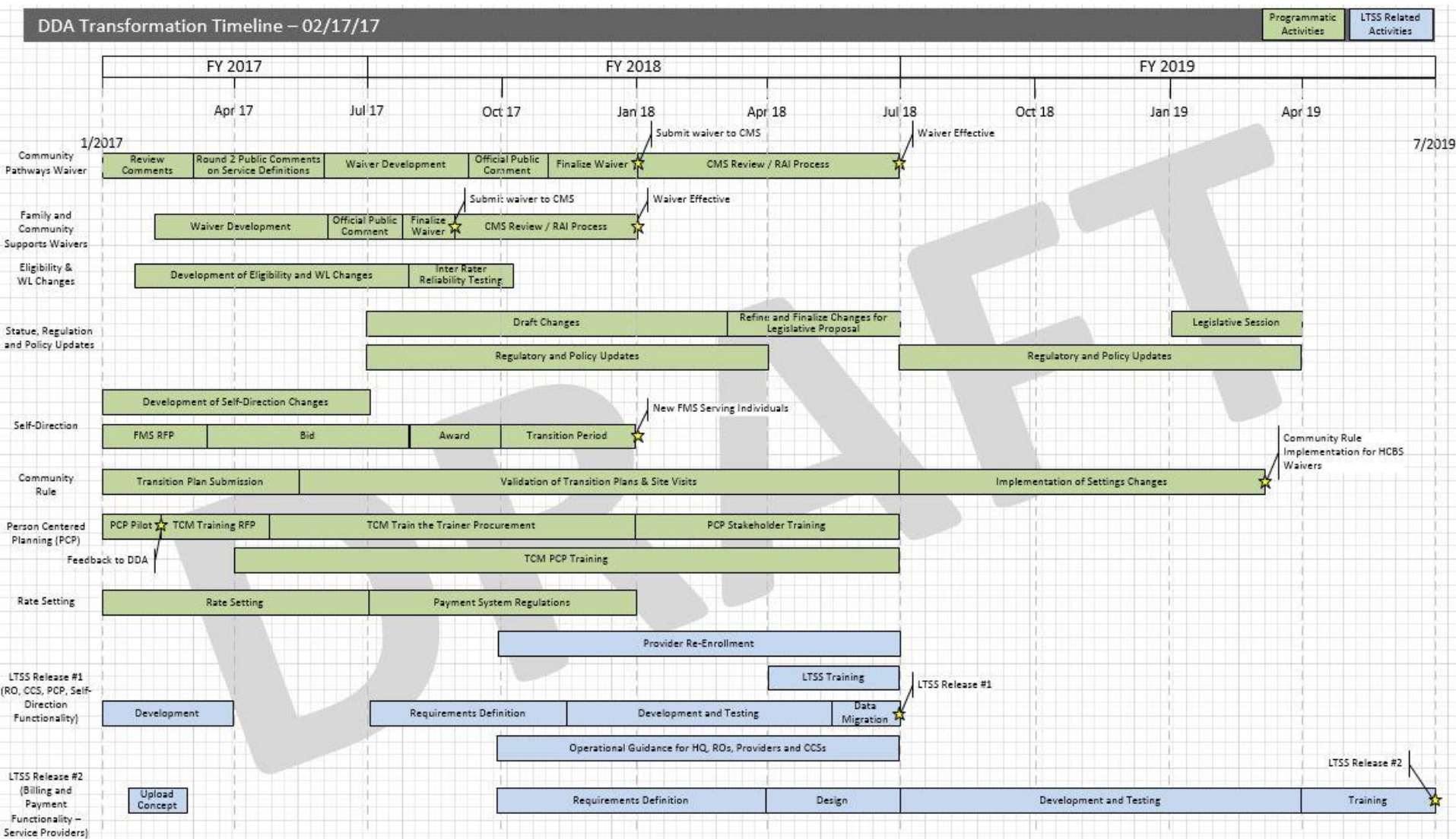
Behavior Support Services

New Provider License Opportunities

- In the long-term, DDA will encourage more providers to become licensed to provide Behavior Support Services
- The DDA intends to permit any appropriately licensed and qualified provider willing and capable to provide Behavioral Support Services, including behavior assessments, behavior plan development, and behavior support and training services, to do so
- The DDA encourages providers to complete the application process that is on DDA's website.



Proposed “Big Picture” Initiatives Timeline



QUESTIONS

